

UNISON

Systems Co-ordinator CASE Team Regional Management & Governance Directorate Ref: RMG/22

JOB DESCRIPTION

Grade: 5

Hours: 35 per week

Location: UNISON Centre, London NW1

Reports to: National Manager - Regional Management and Governance

Overall Summary

The systems coordinator will be part of the CASE Systems Team located within the Executive Office. The systems coordinator will primarily be required to assist with work regarding support and training of users of the union's CASE system; together with assisting with appropriate development work.

Key Tasks and Responsibilities

Managerial:

- None

Financial:

- None

Administrative

- To assist as necessary with any relevant project work including using project management tools as appropriate e.g. Microsoft Project or PRINCE
- To track and monitor system faults and downtime.
- To co-ordinate the support cover for the CASE databases.
- To document system processes.

- To co-ordinate the organisation and administration of training courses In the UNISON centre and regional training visits.
- To order software or other resources appropriate to the work of the team.
- To organise meetings as required.
- To co-ordinate the maintenance of the CASE system databases, in liaison with the relevant technical support
- To capture and record reported training needs.
- To administer the approval, setting up and de-activating of user accounts on the CASE system databases.
- To administer training data for the delivery of CASE system training
- To use Microsoft Office software and other software operated by UNISON, in support of the operation of the CASE system and the systems team

Communications/Co-ordination (Internal)

- To liaise, as necessary, with branches, regions and national departments on areas of work covered by the team.
- To produce email bulletins for users as appropriate.
- To produce training material in support of user training.
- To create and manage on line user materials.
- To give presentations to members and staff , as appropriate on systems supported by the team
- To attend user groups or forums appropriate to the work of the team.
- To participate in team and unit meetings and any other meetings as directed by the unit head.
- To maintain and update all system contacts and lead user details.
- To draft reports relevant to the unit's work for appropriate UNISON committees.
- To keep aware of the processes and practise for member representation within UNISON

Communication/Co-ordination (External)

- To liaise as appropriate with UNISON IT service providers on areas relevant to the team's work.

Development/Strategic

- To co-ordinate the development and promotion of the IT systems supported by the team.
- To contribute to the development of business processes in the team as necessary.

Specialist/Technical

- To operate the UNISON membership system in support of the CASE system and its users.
- To operate the CASE system at the level of System Administrator
- To carry out system testing in support of problem diagnosis, system upgrades or IT changes that may impact on the systems supported by the team.
- To run reports from the CASE databases as appropriate.
- To operate any other systems appropriate to the work of the team.
- To operate support logging systems and processes.
- To operate change request systems and processes.
- To train staff on the use, appropriate to their role, of systems supported by the team.
- To diagnose, record and resolve queries on the operation of the systems supported by the team, escalating issues to other parties as appropriate.
- To operate as required, database reporting tools in support of this role
- To brief management on issues affecting the support of the CASE databases.
- To use the internet and related online technologies in support of the work of the team.
- To create and manage documents for uploading to online resources

- To maintain online information services: e.g. Websites, SharePoint sites/

General

- To work in line with the union's objectives including its commitment to equal opportunities.

NB. The role will include training staff in UNISON regions, which may necessitate an overnight stay of one or two nights. It is anticipated that this will occur no more than once a month.

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PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age. This Person Specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunity policy. It is given to all job applicants for information.

Administrative

- Ability to assist as necessary with any relevant project work including using project management tools as appropriate e.g. Microsoft Project or PRINCE
- Ability to track and monitor system faults and downtime
- Ability to document system processes.
- Ability to co-ordinate the organisation and administration of training courses and regional visits.
- Ability to organise meetings as required.
- Ability to capture and record reported training needs.
- Ability to set up and maintain training data
- Ability to use and train to use Microsoft Office software and other software provided by UNISON for the operation of this role.

Communications/Co-ordination (Internal)

- Ability to liaise as necessary with branches, regions and national departments on areas of work covered by the team.
- Ability to produce email bulletins for users as appropriate.
- Ability to produce and maintain as appropriate on line user materials

- Willingness to assist /give presentations to members and staff on UNISON direct and CASE.
- Willingness to attend as appropriate any user groups, forum or other meetings, relevant to the work of the team.
- Willingness to participate in team and unit meetings and any other meetings as directed by the Unit Head.
- Willingness to maintain records of CASE contacts, lead users and other information relating to the work of the team.
- Ability to draft reports relevant to the unit's work for appropriate UNISON committees.

Communication/Co-ordination (External)

- Ability to liaise as appropriate with UNISON IT service providers on areas relevant to the teams work.

Development/Strategic

- Willingness to assist in the development and promotion of the related IT systems.
- Willingness to contribute to the development of business processes in the team as appropriate.

Specialist/Technical:

- Ability to use databases in support of the work of CASE systems team.
- Ability to maintain the CASE databases at System Administrator level
- Ability to diagnose and resolve problems and issues experienced by CASE users and to refer these for further technical support where necessary.
- Ability to operate support logging systems and processes.
- Ability to operate change request systems and processes.
- To brief management on the nature of issues affecting the support of the CASE databases.
- Ability to carry out system testing as appropriate.
- Ability to run reports from the systems as appropriate.

- Ability to train users on the systems supportive by the team, in line with UNISON's policies..
- Ability to use IT reporting tools, and other software, in support of the work of the team.
- Ability to assist in the development of new business processes.
- Willingness to operate, and train to use, project planning tools such as, PRINCE 2 and Microsoft Project.
- Ability to use the internet and online resources in support of the work of the team.
- Ability to use general office software, and a willingness to train in and use other relevant software in support of the work of the team

General

- Ability to work in line with the union's objectives including its commitment to equal opportunities.
- Ability to work as part of a team.
- Ability to manage and prioritise work under pressure.

Other Information

Please submit **three** copies of your completed application form.

Completed application forms must be received by Shelley Cole, PSU, UNISON Centre, 130 Euston Road, London NW1 2AY quoting the **ref: RMG/22** by no later than **Friday 25 September 2015**.

Interviews will be held on 12 October 2015.